

Caring for the Mind: Providing Reference Services for Mental Health Information

Class Handout - Developer, Instructor: Michelle Eberle - 3 CE



Class website: <http://www.nlm.gov/ner/consumer/caringforthemind.htm>

Background

Statistics

- NIMH The Numbers Count
(<http://www.nihm.nih.gov/publicat/numbers.cfm>)

Classification of Mental Disorders

- DSM IV-TR – Diagnostic and Statistical Manual of Mental Disorders: Text Revision
- Standard for classification of mental illnesses

Definition of Mental Disorder

- The DSM-IV TR even says that there should be a more accurate term for mental disorder than “mental disorder”. A term that represents the body/mind connection would be more appropriate.

DSM-IV TR

- **What is considered a mental disorder?**
- **A classification of disorders is listed in the Appendix of the DSM-IV with ICD-10 codes.**
- Major disorders include: mental retardation, learning disorders, motor skills disorders, communication disorders, pervasive development disorder, attention-deficit and disruptive behavior disorders, feeding and eating disorders of infancy or early childhood, TIC disorders, elimination disorders, delirium, dementia, amnesic, substance-related disorders, alcohol-related disorders, amphetamine-related disorders, caffeine-related disorders, cannabis-related disorders, cocaine-related disorders, hallucinogen-related disorders, inhalant-related disorders, nicotine-related disorders, opioid-related disorders, phencyclidine disorders, sedative-, hypnotic-, or anxiolytic-related disorders, polysubstance-related disorder, schizophrenia and other psychotic disorders, mood disorders, depressive disorders, bipolar disorders, anxiety disorders, somatoform disorders, factitious disorders, dissociative disorders, sexual and gender identity disorders, sexual dysfunctions, paraphilias, gender identity disorders, eating disorders, sleep disorders, impulse-control disorders not elsewhere classified, adjustment disorders, personality disorders, medication-induced

- movement disorders, relational problems, problems related to abuse or neglect.
- It is important to note that the DSM-IV avoids use of such expressions as “a schizophrenic” or “an alcoholic” and instead uses the more accurate “an individual with Schizophrenia” or “an individual with Alcohol Dependence.”

History of treatment of the mentally ill in the United States

Read from beginning of section to end of the section on Stigma & Seeking Help for Mental Disorders.

Mental Health: A Report of the Surgeon General on Stigma: (Foreward, Chapter One, The Roots of Stigma)
http://www.surgeongeneral.gov/library/mentalhealth/chapter1/sec1.html#roots_stigma

Information about where people seek information about mental health

Pew Internet & American Life Project, Prevalence of mental health information searched on the web, http://www.pewinternet.org/PPF/r/95/report_display.asp

- Susannah, Fox. Internet Health Resources: Health searches and email have become more commonplace, but there is room for improvement in searches and overall Internet access, July 16, 2003.
 - 21% of Internet users have searched for information on depression, anxiety, stress or mental health issues.

The Reference Interview for Mental Health / Consumer Health

What makes the health reference interview challenging?

How can we improve our reference interviews?

What makes the health reference interview challenging?

- Patrons may be stressed, nervous, upset, embarrassed
- Patron & librarian may not know how to pronounce or spell the disease or drug
- Patron may have unreasonable expectations
- Patron may be confused about the role of the librarian (need to be referred to a health care provider)
- Librarian may have fear of providing wrong answer
- Librarian may have a misconception of the mentally ill as dangerous
- Interacting with persons who are hallucinating can be a very frightening experience that can be very difficult to handle

How can we improve our reference interviews?

- Use open ended questions & neutral questions
- Be aware of your body language
- Be empathetic and patient
- Be a good listener. Let the patron finish their question before responding.
- Be aware that the consumer/patron may not be aware of the potential impact or seriousness of his/her disorder
- Be prepared for emotional reactions
- Respect privacy by lowering your voice or bringing patron to a quiet/private area.



Interacting with emotional patrons

The Concise Guide to Assessment and Management of Violent Patients gives the following advice, which could be applied to any situation where inappropriate behaviors were escalating.

- Present a calm appearance
- Speak softly
- Speak in a nonprovocative and nonjudgemental manner
- Speak in a neutral concrete manner
- Put space between yourself and the patient
- Show respect for the patient
- Avoid intense eye contact and authoritarian stance
- Facilitate the patient's talking
- Listen to the patient
- Avoid early interpretation
- Do not make promises you cannot keep

(Johnson ME 1997)

Most Frequently Asked Reference Questions on Mental Health Topics

In response to an informal posting to the CAPHIS listserv, librarians from the Medical Library Association responded that the following are the most frequently asked topics on mental health question:

- ❖ Anger Management
- ❖ Anxiety
- ❖ Asperger's syndrome
- ❖ Autism
- ❖ Bipolar Disorder
- ❖ Borderline Personality Disorder
- ❖ Building self-esteem
- ❖ Community re-entry
- ❖ Depression
- ❖ Eating disorders
- ❖ Family support
- ❖ Health care coverage for the uninsured
- ❖ Medication and side effects
- ❖ PTSD
- ❖ Refusal to take medication
- ❖ Relaxation Techniques
- ❖ Schizophrenia
- ❖ Self-Abuse
- ❖ Social Services
- ❖ Teenage suicide

Additional resources for the health reference interview:

Health Infoquest is a resource developed by the Pacific Northwest Region of the NN/LM to provide librarians with pathfinders and tips for responding to health reference questions. On the site map, you will find information to respond to reference interviews.

<http://nnlm.gov/healthinfoquest/help/interviews.html>

Web Resources

MedlinePlus

<http://www.medlineplus.gov>

- Contains about 50 different health topic pages on mental health and behavior topics
- Topics include ADD, coping with disasters, OCD, panic disorder, bipolar, schizophrenia, phobias, post-traumatic stress disorder, teen and child mental health, depression.
- Drug information from the USPDI & Medmaster (Spanish, too).
- Directories: You may look up care providers by specialty in Docfinder.



National Institute of Mental Health

<http://www.nimh.nih.gov>

The National Institute of Mental Health (NIMH) is one of 27 components of the National Institutes of Health (NIH), the Federal government's principal biomedical and behavioral research agency. NIH is part of the U.S. Department of Health and Human Services.

- Highlights of the website include Health Information about the “signs, symptoms, diagnosis and treatment for anxiety disorders, attention deficit hyperactivity disorder, autism spectrum disorders, bipolar disorder, borderline personality disorder, depression, eating disorders, generalized anxiety disorder, obsessive-compulsive disorder(OCD), panic disorder, post-traumatic stress disorder (PTSD), schizophrenia, social phobia (social anxiety disorder).
- Web site includes a “**Real Men: Real Depression**” campaign to raise awareness and provide resources for men with depression
- <http://menanddepression.nimh.nih.gov/default.asp>

NAMI

<http://www.nami.org>

- “NAMI is a nonprofit, grassroots, self-help, support and advocacy organization of consumers, families, and friends of people with severe mental illnesses, such as schizophrenia, schizoaffective disorder, bipolar disorder, major depressive disorder, obsessive-compulsive disorder, panic and other severe anxiety disorders, autism and pervasive developmental disorders, attention deficit/hyperactivity disorder, and other severe and persistent mental illnesses that affect the brain.”
- Discussion groups for “Living with...” or “Shared Interests” allow persons dealing with mental health issues to communicate with others with common concerns
- Opportunities for legislative advocacy and social support through joining a local chapter.

BUMC Mental Health Information Network

<http://mhin.bu.edu/index.cfm>

- 3 year NLM funded grant at Boston University Medical Center to provide outreach to persons with mental illness in the local community
- The site’s information is divided into four categories: mind, body, community and challenges, making it very accessible for someone with a mental health disorder to search.
-

Internet Mental Health

<http://www.mentalhealth.com>

- Created by a Canadian psychiatrist. This site contains overviews of mental health conditions, drug information for the consumer as well as links to PubMed searches on various drug topics. The site also includes discussion lists.

DIRLINE

<http://dirline.nlm.nih.gov>

- The National Library of Medicine's web resource to locate health organizations.
- Includes a link to “Health Hotlines”, a NLM resource for 1-800 numbers for health association and support resources.



Clinical Trials

<http://www.clinicaltrials.gov/>

- The National Library of Medicine/ National Institutes of Health's resource to search for Clinical Trial's in the various stages throughout the country. You may use the Focused Search to do an advanced search. For more information on clinical trials and the various stages, please refer to the "Resources" page.



SAMHSA's National Mental Health Information Center

<http://mentalhealth.samhsa.gov/>

SAMHSA is the Substance Abuse and Mental Health Services Administration of the United States Department of Health and Human Services.

Example: Find some information to help children manage anxiety in a time of crisis.

American Academy of Child and Adolescent Psychiatry

<http://www.aacap.org>

- Helpful Facts for Families Sheets are available in English, [Español](#), [Deutsch](#), [Français](#), [Polish](#) and [Icelandic](#).

National Mental Health Association

<http://www.nmha.org>

- With more than 340 affiliates nationwide. NMHA works to improve the mental health of all Americans, especially the 54 million individuals with mental disorders, through advocacy, education, research and service.
- NMHA was established in 1909 by former psychiatric patient Clifford W. Beers.
- Website includes information on getting involved with advocacy for mental health issues including health insurance parity. Also, the website includes

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free pamphlets and brochures on mental health information and a great page linking to other helpful web pages.

American Psychiatric Association

<http://www.psych.org/>

- The Nation's oldest national medical specialty society, with 35,000 physician members
 - Most of the information is geared for the care provider, with the exception of the Public Information section.
-

American Psychological Association

<http://www.apa.org/>

- Includes information on addictions, ADHD, bullying, aging, Alzheimer's Disease, anger, children, depression, divorce, emotion, kids & the media, obesity, personality disorders, sexuality, shyness, sleep, stress, testing issues, trauma, women & men.

For more information on mental health web sites: Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Disorders)

Consumer Discussion Lists

Often, a person with mental health issues may have trust issues with their care providers and with many of their relationships. Discussion lists, chat rooms and consumer listservs provide an alternative outlet for a person with mental health needs to gather information and to get support from persons with the same illness.

NAMI has discussion lists which members may join and non-members may register for including: (<http://www.nami.org>)

- **Living with:** Schizophrenia, Major Depression, Bipolar Disorder, Anxiety Disorders, OCD, Other Mental Illnesses
- **Shared Interest:** for consumers, teens and young adults, NAMI on campus, families, parents with mental illness, veterans, criminal justice, and the faith community.
- **Members**

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Mental Health Database Searching Tips

- Keep in mind that there may be more than one medical term for a mental health disorder throughout the history of the medical literature
 - For example, bipolar disorder is sometimes still referred to as manic depression.
- Be aware that many persons have more than one disorder or comorbid disorders
- Be aware that a condition may manifest in completely different ways
 - For example with dementia, dementia may one indicator of another problem and will pass when the underlying condition is treated or it may be a singular irreversible condition.
- Start out with a general web site such as MedlinePlus to get an overview of your search topic before researching
- According to the MLA Encyclopedic Guide to Searching Health Information on the Web, if you are searching a mental health diagnosis which uses one of these words, you may also try to search it by replacing any of these terms because often though inaccurate they are used interchangeably.
 - Disease
 - Disorder
 - Spectrum
 - Syndrome

Free Databases

PubMed

<http://pubmed.gov>

You may limit your search to a specific subset such as the consumer or nursing subset by typing: **jsubsetk** plus keyword to search the consumer health journals or **jsubsetn** plus keywords to search the nursing subset.

To see which journals are in the consumer health subset:

http://www.nlm.gov/mcr/consumer_health/pubmed.html

PILOTS Database

<http://www.ncptsd.org/publications/pilots/>

Produced by the National Center for PTSD and maintained by Dartmouth College. This database contains nearly 25,000 citations on post-traumatic stress disorder.

Policy Information Exchange MIMH Database

<http://mimh200.mimh.edu/mimhweb/pie/>

A service of the Missouri Institute of Mental Health. This database indexes mental health policies and reports.

ERIC – for educational psychology

<http://searcheric.org>

Subscription Databases

The following are brief summaries of some of the subscription databases available for searching for mental health information.

PsychInfo

PsychInfo, a product of the American Psychological Association, indexes journals, books, book chapters, dissertations and technical reports in the field of psychology and related field.

PsychArticles

A product of the American Psychological Association

CINAHL

The Cumulative Index to Nursing and Allied Health Literature includes literature from the social service, behavioral science and health services administration. You may limit your search to such fields as “social work” and journal subsets that include the behavioral sciences.



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Other databases:

Social Work Abstracts, Social Sciences Citation Index, AGELINE for social gerontology, ERIC for educational psychology

(Harden, 2004.)

A Tool for Database Search Terms on Mental Health Information:

Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Health and Mental Disorders)

Assessment & Testing

“Clinical decision making should be informed by a wide range of data beyond that included in a multiaxial DSM-IV diagnosis (Handbook of Psychiatric Measurements).” Often, medical librarians receive requests for a copy of a specific test. These tests are often difficult if not impossible to find. Most commonly the tests must be located in one of the following resources and then purchased from a vendor for a fee.

Mental Measurements Yearbook

Produced by Buros Institute, contains reviews of tests that are new or substantially revised since the previous MMY

<http://buros.unl.edu/buros/jsp/search.jsp>

Educational Testing Service Test Collection Service

<http://www.ets.org/testcoll/>

Tests and Measurements in the Social Sciences from the University of Texas

<http://libraries.uta.edu/helen/test&meas/testmainframe.htm>

Eric Clearinghouse in Assessment & Evaluation

<http://ericae.net/>

(Hardin, 2004)

HaPI

The Health and Psychosocial Instruments database locates research tools and instruments including questionnaires, interview schedules, checklists, surveys and rating scales. Available through OVID.

Print

APA, Handbook of Psychiatric Measures, Washington, D.C., 2000.

- Lists psychiatric tests and where you may purchase them such as the Children’s Depression Inventory, the Neuropsychiatric Inventory and the Penn State Worry Questionnaire

Test A Comprehensive Reference for Assessments in Psychology, Education, and Business 5th ed, Ed by Taddy Maddox, 2003 Austin TX

- Lists scales, checklists, questionnaires used in psychology education and business

Murphy, Linda, Tests in Print V Vol I and II,

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- Serves as a comprehensive index to the Mental Measurements Yearbooks published to date. Contains 2,939 tests including where to buy.

Mental Measurements Yearbook (see above)

Collection Development

Mental Health Resources: A Guide for Patients & Families by Healthnet: Connecticut Consumer Health Information Network

- <http://library.uhc.edu/departm/hnet/mentresource.html>

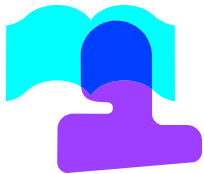
Medical Library Association: Mental Health Special Interest Group

- <http://www.miami.edu/mhsig/other.html>
- Includes listing of suggested mental health videos, books & journals.

Hughes, Mary Ann. The Two Faces of Mental Illness. Library Journal, 5/1/2004.

- <http://www.libraryjournal.com/index.asp?layout=articleArchive&articleid=C411573>
- A great article on schizophrenia and bipolar featuring a resource list for library collections.

Bibliotherapy



MeSH: A form of supportive psychotherapy in which the patient is given carefully selected material to read.

Occasionally the librarian may take on a “bibliotherapy” role. A patron may ask for a book for an emotionally therapeutic reason. i.e.: to help a child grieve over the loss of a parent, to help a patient deal with diagnosis of a major illness.

There are over 230 citations on bibliotherapy in PubMed with entries on bibliotherapy to help children deal with bullies, to treat obesity and depression.

Community Resources

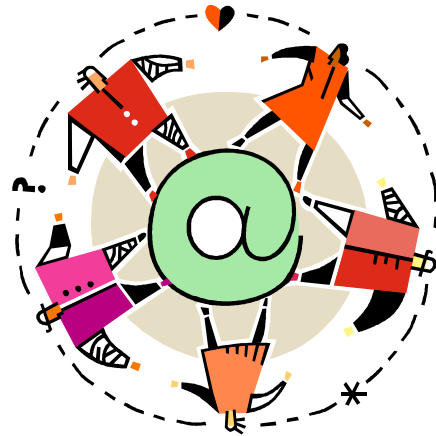
MHIC: Mental Illness and the Family: Part II:
Finding the Right Mental Health Care For You

<http://www.nmha.org/infoctr/factsheets/12.cfm>

Links to Specific Resources in Your Community:

BUMC Mental Health Information Network

<http://mhin.bu.edu/index.cfm>



What are some community resources that might be useful for the librarian in a reference interview with a person with mental health issues?

- Local Health Department's Mental Health Division
- Mental Health Libraries & Public Libraries (How to locate a library that provides free health information for the public, show MP+ Find A Library)
- Support groups
- Directories for mental health practitioners
- Alternative Therapy – meditation, yoga, Tai Chi
- Faith based organizations
- Health Hotlines (dirline.nlm.nih.gov)

For Librarians

Association of Mental Health Librarians

<http://www.fmhi.usf.edu/amhl/about.html>

- Group has a listserv for mental health librarians(MHLib, Listserv) and a helpful list of mental health links
- Membership fee is reasonable at \$15
- International organization

MLA Mental Health SIG

<http://www.miami.edu/mhsig/sitemap.html>

- Provides networking opportunities for mental health librarians. Site includes links to papers from the Medical Library Association National Conferences and a links page with a mental health library resource list and a general mental health links list.

Caring for the Mind: Providing Reference Services for Mental Health Hands-On Exercises

1. What is tardive dyskinesia?
- One of the muscular side effects of anti-psychotic drugs
 - TD
 - A & B

Cite your source here:

2. About ____ of every 5 adults, suffer from a diagnosable mental illness in a given year.
- 1
 - 2
 - 3

Cite your source here:

3. Name three Web sites with information about social support for a person with a mental illness.

- _____
- _____
- _____

4. Where could you find information to help a patron who is considering participating in a clinical trial?

- ClinicalTrials.gov – Resources section
- MedlinePlus.gov
- All of the above

5. What special precautions should someone taking Ritalin follow?

- Tell your doctor if you are or plan to become pregnant
- Tell your doctor about other prescriptions especially MAO inhibitors
- Do not drive on this drug.

Cite your source here:

6. Locate an article in a nursing journal on use of physical restraint by hospital staff with disruptive patients.

Cite database used: _____
Cite search strategy: _____

7. Locate the publisher of the Beck Depression Inventory and the author.

Cite source used: _____
Cite publisher and author: _____

Caring for the Mind: Providing Reference Services for Mental Health Hands-On Exercises – Answers

1. What is tardive dyskinesia?

- a. One of the muscular side effects of anti-psychotic drugs
- b. Blepharospasms
- c. A & B

Cite your source here: MedlinePlus.gov

2. About ____ of every 5 adults, suffer from a diagnosable mental illness every year.

- d. 1
- e. 2
- f. 3

Cite your source here: NIMH- The Numbers Count,
<http://www.nimh.nih.gov/publicat/numbers.cfm>

3. Name three Web sites with information about social support for a person with a mental illness.

- g. NAMI – Local support groups
- h. DIRLINE
- i. MedlinePlus.gov, Organizations section under Health Topics

4. Where could you find information to help a patron who is considering participating in a clinical trial?

- j. ClinicalTrials.gov – Resources section
- k. MedlinePlus.gov
- l. All of the above

5. What special precautions should someone taking Ritalin follow?

- m. Tell your doctor if you are or plan to become pregnant
- n. Tell your doctor about other prescriptions especially MAO inhibitors
- o. Do not drive on this drug.

Cite your source here: MedlinePlus.gov – Drug information, Medmaster

6. Locate an article in a nursing journal on use of physical restraint by hospital staff with disruptive patients.

Cite database used: PubMed.gov

Cite search strategy: Set limits to Nursing subset or jsubsetn restraint mental illness

7. Locate the publisher of the Beck Depression Inventory and the author.

Cite source used: Mental Measurements Yearbook, Educational Testing Service Test Collection
Cite publisher and author: Psychological Corporation, 555 Academic Court, San Antonio, TX; authors are Aaron Beck and Robert Steer

For further reading:

Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Health and Mental Disorders)

Baker L, Manbeck V. Consumer Health Information for Public Librarians. Lanham, MD: Scarecrow Press, Inc, 2002.

Barclay DA., Halstead DD. Consumer Health Reference Service Handbook. New York: Neal-Schuman Publishers Inc., 2001.

Casini B, Kenyon A. The Public Librarian's Guide to Providing Consumer Health Information. Chicago, IL: Public Library Association, 2002.

Harden H. Expert Searching: Searching the Psychosocial Literature, Medical Library Association, MLA News, April 2004; (365): 11.

Hughes MA. The Two Faces of Mental Illness. Library Journal, 5/1/2004.

Johnson ME. Library Services in Mental Health Settings. London: Medical Library Association & Scarecrow Press, 1997.